eftel
LIMITED

SPEAK TELEPHONY MANUAL

speak.
phone ◦ save ◦ smile

contents

Eftel speak has a great range of telephony options available to tailor your phone service to your needs and requirements. Eftel provides you with five standard features absolutely free*. Furthermore, there are a range of additional features available for a small monthly fee. The instructions below outline how you can use the feature after it has been activated by one of our staff members. To activate any of these features, please call **1300 550 550**. Please note that additional services may not be available until several days after the service is activated.

For more information on any of the features below, simply click on the feature you are interested in, and you will be directed to the corresponding instructional page.

*plus associated call costs.

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Instructions

To arrange a call for Call Back

Your phone will ring to let you know if the phone number you tried to call becomes available, and will automatically redial the number for you.

To cancel Call Back

To find out if you have a Call Back arranged

Call Forward provides you with Call Forward Immediate, Call Forward No Answer and Call Forward Busy.

Call Forward Immediate

Instructions

To forward all incoming calls immediately

To turn Call Forward Immediate off for all incoming calls

To check if Call Forward Immediate is on or off

Call Forward No Answer

To forward all incoming calls when there is no answer

To set the destination and 'time in seconds' before the call is forwarded

To turn Call Forward No Answer off

To check if Call Forward No Answer is on or off

Call Forward Busy

To forward all incoming calls on busy

To turn Call Forward Busy off

To check if Call Forward Busy is on or off

call return

Instructions

To retrieve the number of your last unanswered call

To automatically return the call, press 1

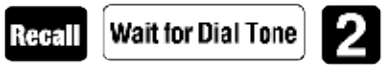
Instructions

To turn Call Waiting on for all calls

To turn Call Waiting off for all calls

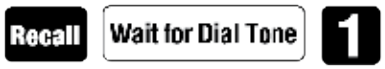
To check if Call Waiting is on or off for all calls

When already on a call, to answer the incoming call



To switch between calls

To hang up one call and return to the other



If you hear the call waiting tone during a call, you can reject the incoming call

3-way chat

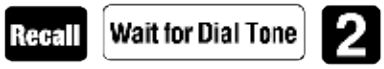
Instructions

To put existing call on hold and make a new call

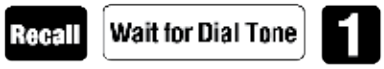
Then to 3-Way Chat

To split a 3-Way Chat (this will put one call on hold)

To switch between calls



To hang up one call and return to the call on hold



No more searching through your phone book to find that number. **Abbreviated Dialling** allows you to dial a phone number by simply using a chosen one or two digit code.

You can save up to 60 codes and you are not limited to local phone numbers – you can create codes for national and international numbers too.

Price

8 numbers - $2.95 / month (inc GST)

40 numbers - $4.95 / month (inc GST)

60 numbers - $6.95 / month (inc GST)

It's easy to store your most frequently dialed numbers in your phone memory. There are different charges based on how many abbreviated numbers you wish to store, and you have a choice of 8, 40 or 60 numbers.

Abbreviated Dialling for 8 numbers:

You can store your numbers by pressing a single digit code. You may select your frequently dialled code numbers from 2 through to 9, however you can not use the number 1 as a single digit code.

Abbreviated Dialling for 40 or 60 numbers:

You can store your numbers by pressing a two digit code. You may select your frequently dialled code numbers from 20 through to 59 or 79.

Instructions

To call a number stored in exchange memory

To store or alter a number in exchange memory

To cancel a stored number in exchange memory

cannot be used as an Abbreviated Code.

Further Information

Abbreviated Dialling overrides the Call Barring feature. For example, if you have stored an international number using abbreviated dialling and have Call Barring on your international calls, you can still make the international call using the abbreviated dialling code.

call barring

Do you want more control over your phone bill? **Call Barring** gives you the power to block outgoing calls to particular types of numbers such as mobile numbers, international numbers and 1900 numbers.

Price - $4.95 / month (inc GST)

Instructions

To turn Call Barring on

To turn Call Barring off

To check if Call Barring is on or off

Calling Number Display allows you to view the number of an incoming call, giving you the freedom to choose to not answer particular calls. Furthermore, the date and time of all calls is recorded, even for calls that were not answered.

Price - $4.95 / month (inc GST)

Instructions

This feature requires a compatible phone or third party caller ID display unit. For further information on this feature, please check the user guide that came with your telephone handset.

Further Information

Disclosure information:

In most circumstances, if you have call blocking or line blocking enabled on your phone line, or you have a silent line, your phone number will not be revealed to third parties.

In some cases, your phone number will always be disclosed. Your phone number will always be disclosed on outgoing calls made from your phone line:

- to the emergency service (000)
- on Internet dial up calls made to an Internet Service Provider (ISP) who uses a Telstra ISDN service or an 0198307 or 0198308 access number, but only where the ISP uses the Call Line Identification (CLI) for fraud prevention, billing, call management or credit control;
- when you or someone else sends a text message or replies to a Talking Text Message from your Basic Telephone Service – in accordance with worldwide standards for SMS, all messages including reply messages will display the telephone number of the sender;
- when you or someone else uses another carriage service provider by using a network override code.

dual fax / phone line

Dual Fax / Phone Line allows you to receive faxes on a separate fax number. Other benefits include:

- selecting unique ring tones to differentiate between faxes and phone calls
- supplying work, family and friends with different fax numbers
- redirect numbers to alternative locations

Price

$4.95 / month (inc GST)

Instructions

Receiving Calls

Your fax machine will identify and answer the unique ring tone of an incoming fax. For information on how to do this, view the user manual that came with your fax machine.

Sending Calls

You can change the display number on your fax by altering the number in your fax memory. For information on how to do this, and on how to send regular faxes, refer to the fax machine's user manual.

Sending a fax overseas

Follow the instructions below to send a fax to an international destination.

International fax calls are billed at the same rate as Eftel's standard international telephone calls.

Call Waiting

If Call Waiting is active on your telephone, temporarily deactivate the feature by following the instructions below:

Continue sending your fax as per the usual process.

Call Forward

Incoming phone calls can be diverted independently of incoming fax calls. To set these features on the dual fax number, dial:

Further Information

Setting Up

The functions described above may not be available on some fax machines/modems. If you are experiencing difficulties in setting up any of the above functions, please refer to the user manual or consult your phone/fax manufacturer.

Answering Machine

In the case that your answering machine also answers fax calls, you may need to alter the preset number of answering rings on your answering machine. This provides your fax with the opportunity to answer first. Refer to your answering machine's user guide for further instruction, or contact the manufacturer.

This feature allows you to have more than one phone number associated with your phone line, providing you with the ability to tailor your phone to the needs of your household.

You can select a different ring tone for each of your numbers and use a prefix before selected calls to charge them to the second number. This also enables you to split your phone bill over both numbers.

This feature requires a tone phone with distinctive ring capability.

Price - $4.95 / month (inc GST)

Instructions

Call charges will default to your main/first number. However...

...if you want to charge calls to your second number

...if you want to use Call Return, Call Forwarding or Call Barring on your second number

Simply enter the prefix **first**

For example, for Call Return

Multiple Number will not impact on the **Call Waiting** and **Call Back** features. **Calling Number Display** will work, however, you won't be able to detect which of your two numbers would be receiving the incoming call.

selective call forwarding

This feature allows you to convey selected calls to a different number, such as your mobile, pager or answering service. You can choose a maximum of 15 different numbers, and when these numbers call your home phone, they will be forwarded to your chosen number.

This feature should be used when you only want to forward selected numbers, such as those of your family or customers.

Price - $4.95 / month (inc GST) + associated call costs

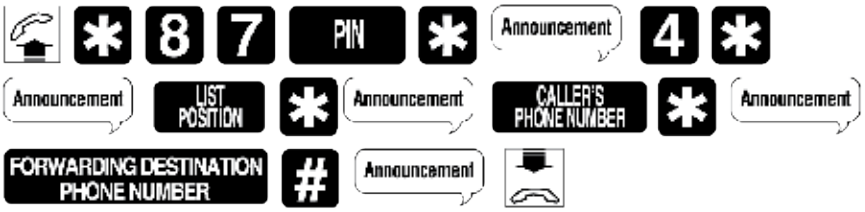
Instructions

To turn Selective Call Forwarding Callers on

To turn Selective Call Forwarding Callers off

To check if Selective Call Forwarding Callers is on or off

To set-up an entry in your 'Selected Callers List'



To check what number is in a particular position in your 'Selected Callers List'

To remove a number from your 'Selected Callers List'

To remove all numbers from your 'Selected Callers List'

Selective Call Forwarding overrides all other Call Forwards.

Calls may not be forwarded to some numbers, such as international numbers and 000.

This feature helps to protect your privacy by allowing you to make outbound calls without displaying your number. Furthermore, your phone number is not listed in directory services such as Whitepages.

Price - $2.95 / month (inc GST)

Further Information

Disclosure Information:

In most circumstances, if you have call blocking or line blocking enabled on your phone line, or you have a silent line, your phone number will not be revealed to third parties.

In some cases, your phone number will always be disclosed. Your phone number will always be disclosed on outgoing calls made from your phone line:

- to the emergency service (000)
- on Internet dial up calls made to an Internet Service Provider (ISP) who uses a Telstra ISDN service or an 0198307 or 0198308 access number, but only where the ISP uses the Call Line Identification (CLI) for fraud prevention, billing, call management or credit control;
- when you or someone else sends a text message or replies to a Talking Text Message from your Basic Telephone Service – in accordance with worldwide standards for SMS, all messages including reply messages will display the telephone number of the sender;
- when you or someone else uses another carriage service provider by using a network override code.

timed call forwarding

This feature allows you to select a time in which all calls are to be forwarded to a selected number, such as your mobile, pager or answering service. You can select a maximum of 15 different time periods during which calls will be forwarded to your chosen number.

This feature should be used when you only want to forward phone calls during specific time periods.

Price - $4.95 / month (inc GST) + associate call costs

Instructions

To turn Timed Call Forwarding on

To turn Timed Call Forwarding off

To check if Timed Call Forwarding is on or off

To create or modify your 'Time Period List'

The day numbers are

Monday: 1 Tuesday: 2 Wednesday: 3

Thursday: 4 Friday: 5 Saturday: 6

Sunday: 7

The time for start and finish must be in 24 hour mode, i.e. 9.30am = 0930, 7.15pm = 1915, etc.

To remove a setting from your 'Time Period List'

To remove all numbers from your 'Time Period List'

To check which destination number and time is in one of your 'Time Period List' entries

Further Information

Calls may not be forwarded to some numbers, such as international numbers and 000.

This feature allows you to select distinctive ring tones for different numbers, providing easier identification of incoming calls. For example, you could give a specific ring tone to your work colleagues, another ring tone to your family, and another to your friends. You can store up to 15 different numbers on each separate ring. Calls that are not linked to a specific ring tone will use the normal ring tone. You will require a distinctive ring compatible phone to use this feature.

Price - $4.95 / month (inc GST)

Instructions

To turn Unique Ring on

To turn Unique Ring off

To find out if Unique Ring is on or off

To add/change a number on a 'Unique Ring List'

To remove a number from a 'Unique Ring List'

To remove all numbers from a 'Unique Ring List'

To check which number is in a particular position in a 'Unique Ring List'

voicemail

Eftel's **Voicemail** feature has a variety of benefits and is user friendly.

The first time you dial your Eftel **Voicemail**, you will be able to listen to clear step by step instructions which will take you through the Voicemail set up process. Be aware that when your PIN is requested for the first time, your temporary PIN will be the last four digits of your phone number.

Price - $4.95 / month (inc. GST)

Instructions

To access Voicemail from the phone with attached Voicemail

To access Voicemail from phones in Australia

To access Voicemail from services connected with PABXs or other carriers - call 1800 135 102

To access Voicemail from phone services in other countries - call +61 418 707 1023 number and PIN, followed by 125 102.

* Please note that your mailbox number is your phone number including area code.

How do I know when there is a new message?

You will hear a special dial tone when you pick up your handset which indicates that you have new messages.

How do I listen to my message?

After accessing Voicemail (refer to steps above), your new messages will play automatically. After each message has played, you can select from the following options:

To replay the message, press 1

To call back the person who left the message, press 2 2

To delete the current message and move onto the next one, press 5

Voicemail Shortcuts

press 1 - to replay message

press 2 - to go back a message

press 3 - to go forward a message

press 3 3 - to fast forward to the end of a message

press 6 - to skip to the next message

press 7 - to pause message

press 7 - to resume playing a message

press 9 - to replay a message at any time

press * - to go back a message at any time

press 8 - to forward a message at any time

When a caller has hung up after your greeting was played, you will be notified of their number (unless it is a silent or blocked number). This feature, however, needs to be switched on through the Main Menu.

Main Menu Shortcuts

press 9 - for Main Menu

press 3 - for Mailbox set-up

press 5 - for Mailbox options

press 6 - for Hang Up messages, then select 'on'

Changing the length of time before Voicemail picks up a call.

Eftel **Voicemail** will automatically pick up a call after 20 seconds. If you would like to change this time, press * 9 9 and enter the number of seconds you would like the phone to ring before Voicemail picks it up and press #. You may choose between 5 and 60 seconds.

telephone PIN number

A PIN number is necessary for using some of the standard and additional services provided by Eftel.

You will require a PIN number to use the following services:

- Call Barring
- Timed Call Forwarding
- Selective Call Forwarding
- Unique Ring
- Voicemail

When you select one of the above features you will initially receive a temporary PIN - the last four digits of your telephone number. You may change your private PIN to any four digits of your choice at any time, through the associated feature.

Instructions

In order to confirm your PIN number, you will need to enter it twice (as above).

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